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TO: V.J. St. Pierre, Jr., Parish President

FROM: Robert Brou, Director of Waterworks

SUBJECT: 2014 Annual Report

The summer of 2013 brought reports of the rare *Naegleria fowleri* amoeba being detected in the water supply of two water systems in Louisiana. This discovery prompted the Louisiana Department of Health and Hospitals, Office of Public Health (LDHH-OHP) to implement an emergency rule to ensure the safety of the water for all citizens of the state. The new regulation required a 50% increase in Bacteriological Sampling sites and an additional 25% increase in chlorine residual sampling locations throughout the parish. It also sets the required limit of chlorine residual at all points in the system to be at least 0.5 parts per million. New Master Monitoring Plans for our two systems were submitted to LDHH before December of 2013 and were approved by them in January of 2014. Significant cost and increases in water loss were required in order to maintain compliance with the new regulations in 2014.

The Department of Waterworks has also been actively working with LDHH on drafting a new Louisiana Water Standard for Construction and Maintenance. Director of Waterworks, Robert Brou serves as part of an 18 member committee that has been tasked with writing a standard for Louisiana's 1378 water systems. The committee members represent nine various stakeholder groups which include LDHH-OHP, Louisiana Municipal Association, Louisiana Rural Water Association, Police Jury Association of Louisiana, Louisiana Engineering Society, Southwest Section of American Water Works Association, National Association of Water Companies, Louisiana Section of American Society of Civil Engineers and Louisiana Environmental Action Network.

BILLING Sales for 2014 were up compared to the same period in 2013. Usage for 2014 was up 70.4 million gallons (3.2%) compared to 2013 and sales were up \$564,600 (6.0%). In spite of our efforts to give customers our undivided attention, we still performed nearly 3,186 lock-offs, which is a decrease from the previous year.

Bank Drafting was first made available to customers in 1997, and the number of people taking advantage of this service has increased in 2014. At the end of December, 2,736 customers are participating in bank drafting, with a total number of transactions for 2014 being 32,480. This represents 14.7% of our total collection activities.

On-line Bill Payments was first made available to customers in July 2008, and the number of customers taking advantage of this service has increased. The total payments received through this service for 2014 was 30,641. This represents 13.8% of our total collections and is another option offered to the customers for paying their bills.

Beginning in 2012 we began working with Capital One Bank with their Remittance Processing Service (RPS). This service streamlines the payment process for Capital One customers using on-line banking. The customer does not see any difference, but in the past each transaction resulted in a check being sent, now the transaction is performed electronically, greatly reducing the Waterworks Department's time to process these payments. Mail is still the most favored method of payment (31.1%) but has shown a steady decline since the implementation of these other payment options.

METER READING 276,686 accounts were scheduled to be read in 2014. Of this number, 17,384 (6.28%) meters failed the parameter check (50% over / 50% under average customer consumption) and were reread / re-checked during the reading process. Another 2,836 (1.02%) readings/consumption usage inconsistencies were rechecked through the issuance of work orders.

DISTRIBUTION The distribution system required a significant amount of maintenance in 2014. 137 repairs were completed on services of 2 inches or less as well as 25 leaks on the main line. 132 water services of 2 inches or less were installed. 58 other maintenance activities were completed as well as 4,254 calls for line locations.

Approximately 5200 feet of cast-iron water main was replaced by a new 10" PVC main between Julia Street and Courthouse Lane in Hahnville. Construction began in September of 2013 and was completed in June of 2014. Hahnville Volunteer Fire Department will undergo rating of their system in early 2015.

PLANT OPERATIONS There were no drinking water quality problems during the year. All operational data and reports received on organic, inorganic, bacteriological and radiological laboratory analyses indicated that our drinking water quality met and exceeded all regulations during the year.

Engineering was begun for the refurbishment of the Westbank "B" Plant Clarifier which was constructed approximately 50 years ago. The project will be bid for construction in the first quarter of 2015 and should take 120 days to complete. Estimates for construction range from \$250,000 to \$275,000.

FUTURE CONCERNS

As a result of all of the new requirements for water quality coming from USEPA and LDHH operating costs have and will continued to rise. Additional sources of funding for required capital projects must be found in order to prevent disruptions in service or allowing our infrastructure to deteriorate. Delays in repairing or replacing infrastructure items only add to the ultimate costs and increase the chances that water quality or supply will be adversely affected. We will continue to seek funds from grants, capital outlay and federal appropriations to fund our major projects, however as average consumption continues to decline an adjustment to the rates or rate structure will need to be made in the very near future.

Thought should also be given to implementing some system of accessing monetary impact to the Department's infrastructure by subdivision developers with appropriate fees being imposed accordingly.

Changes to the Louisiana Department of Health and Hospitals Operator Certification requirements may require the Department of Waterworks to hire additional employees to work in our treatment plants in the near future. It is possible that we will have to develop an "Operator in Training" position to work with the licensed operator. This new position would act as a training ground for new operators without the time constraints on obtaining a license from the state. This position would also improve safety for employees working night and weekend shifts.